



UNITED STATES PATENT AND TRADEMARK OFFICE

UNITED STATES DEPARTMENT OF COMMERCE
 United States Patent and Trademark Office
 Address: COMMISSIONER FOR PATENTS
 P.O. Box 1450
 Alexandria, Virginia 22313-1450
 www.uspto.gov

BIBDATASHEET

CONFIRMATION NO. 5527

Bib Data Sheet

SERIAL NUMBER 09/774,944	FILING OR 371(c) DATE 01/30/2001 RULE	CLASS 709	GROUP ART UNIT 2145	ATTORNEY DOCKET NO. 47524/P152US/IVLP
APPLICANTS Justin Broughton, Fresno, CA; Kevin J. McPartlan, Saratoga, CA; Elizabeth Rodgers, San Jose, CA; Robert S. Rodgers, San Jose, CA; Ivan Covdy, San Jose, CA; Roy Ho, San Jose, CA; Carl Raymond Kowalski, Fremont, CA; D. Thompson McCalmont, San Jose, CA; Art Stine, Sunnyvale, CA;				
** CONTINUING DATA ***** ** FOREIGN APPLICATIONS *****				
IF REQUIRED, FOREIGN FILING LICENSE GRANTED ** 03/13/2001				
Foreign Priority claimed <input type="checkbox"/> yes <input type="checkbox"/> no 35 USC 119 (a-d) conditions <input type="checkbox"/> yes <input type="checkbox"/> no <input type="checkbox"/> Met after met Allowance Verified and Acknowledged _____ Examiner's Signature Initials		STATE OR COUNTRY CA	SHEETS DRAWING 23	TOTAL CLAIMS 60
		INDEPENDENT CLAIMS 13		
ADDRESS 29053				
TITLE DIGITAL MULTIMEDIA CONTACT CENTER WITH TIER ESCALATION AND DEESCALATION IN RESPONSE TO CHANGED CRITERIA				
FILING FEE RECEIVED 2660	FEES: Authority has been given in Paper No. _____ to charge/credit DEPOSIT ACCOUNT No. _____ for following:		<input type="checkbox"/> All Fees <input type="checkbox"/> 1.16 Fees (Filing) <input type="checkbox"/> 1.17 Fees (Processing Ext. of time) <input type="checkbox"/> 1.18 Fees (Issue) <input type="checkbox"/> Other _____ <input type="checkbox"/> Credit	